

Appln. Serial No. 10/672,356
Reply to Restriction Requirement Mailed September 26, 2007

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AMENDMENTS TO THE CLAIMS

This listing of claims replaces all prior versions, and listings, of claims in the application:

1 1. (Original) A method of determining whether a composite service level agreement (SLA)
2 may be met comprising:

3 calculating a baseline metric value for each of a plurality of component SLAs in a
4 computing system that operate to form a composite SLA;

5 comparing a historical metric value for each of the plurality of component SLAs to their
6 respective baseline metric value to determine if each historical metric is sufficient to ensure that
7 the composite SLA is met.

1 2. (Original) The method as defined in claim 1 wherein calculating the baseline metric
2 value for each of the plurality of component SLAs further comprises calculating a baseline
3 success rate for each of the plurality of component SLAs from historical data.

1 3. (Original) The method as defined in claim 2 wherein comparing the historical metric
2 value for each of the plurality of component SLAs further comprises comparing a historical
3 success rate for each of the plurality of component SLAs to their respective baseline success
4 rates to determine if each historical success rate is greater than or equal to each respective
5 baseline success rate.

1 4. (Original) The method as defined in claim 1 wherein calculating a baseline metric value
2 for each of the plurality of component SLAs further comprises calculating a baseline failure rate
3 for each of the plurality of component SLAs from historical data.

1 5. (Original) The method as defined in claim 4 wherein comparing historical metric values
2 for each of the plurality of component SLAs further comprises comparing historical failure rates
3 for each of the plurality of component SLAs to their respective baseline failure rates to determine
4 if each historic failure rate is less than or equal to the respective failure rate for each of the
5 component SLAs.

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- 1 6. (Withdrawn) A method of determining whether a composite service level agreement
2 (SLA) may be met comprising:
3 calculating a combined metric value from historical data for a plurality of component
4 SLAs in a computer system that operate sequentially to form the composite SLA; and
5 comparing the combined metric value to a target combined metric value to determine if
6 the combined metric value is sufficient to meet the target combined metric value.
- 1 7. (Withdrawn) The method as defined in claim 6 wherein calculating the combined metric
2 value further comprises calculating a component probability distribution function (PDF) for each
3 component SLA.
- 1 8. (Withdrawn) The method as defined in claim 7 wherein calculating the combined metric
2 value further comprises computing a composite PDF from the component PDFs.
- 1 9. (Withdrawn) The method as defined in claim 8 wherein computing a composite PDF
2 from the component PDFs further comprises performing a convolution of the component PDFs
3 for each component SLA.
- 1 10. (Withdrawn) The method as defined in claim 9 wherein calculating the combined metric
2 value further comprises:
3 calculating a cumulative distribution function (CDF) from the composite PDF;
4 determining the combined metric threshold by locating a value of the CDF at the target
5 combined metric threshold value.
- 1 11. (Withdrawn) A computer readable media storing programs executable by a processor
2 that, when executed, perform a method comprising:
3 calculating a required success rate for each of a plurality of component SLAs that operate
4 to form a composite SLA;
5 comparing a historical success rate for each of the plurality of component SLAs to their
6 respective required success rate to determine if each historical success rate is sufficient to ensure
7 that the composite SLA is met.

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1 12. (Withdrawn) The computer readable media as defined in claim 11 wherein calculating a
2 required success rate for each of a plurality of component SLAs that operate to form a composite
3 SLA of the program further comprises:

4 calculating a combined historical failure rate for the component SLAs;
5 calculating a contribution of each component SLA to the combined historical failure rate;
6 multiplying the contribution of each of component SLA to the combined historical failure
7 rate with a total allowed failure rate to obtain an allowed failure rate for each component SLA;
8 and
9 calculating the required success rate for each component SLA from the allowed failure
10 rate of each component SLA.

1 13. (Withdrawn) A computer readable media storing programs executable by a processor
2 that, when executed, perform a method comprising:

3 calculating a composite service level agreement (SLA) from historical data for a plurality
4 of component SLAs that operate sequentially to form the composite SLA.

1 14. (Withdrawn) The computer readable media as defined in claim 13 wherein the program,
2 when executed, further comprises comparing the composite SLA to a target SLA to determine if
3 the composite SLA is sufficient to meet the target SLA.

1 15. (Withdrawn) The computer readable media as defined in claim 14 wherein calculating a
2 composite SLA from historical data for a plurality of component SLAs of the program further
3 comprises:

4 calculating a probability distribution function (PDF) from historical data for each of the
5 plurality component SLAs; and
6 combining the PDFs for each of the plurality of component SLAs.

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1 16. (Withdrawn) The computer readable media as defined in claim 15 wherein combining the
2 PDFs for each of the plurality of component SLAs of the program further comprises:

3 performing a convolution of the PDFs for each of the plurality of component SLAs to
4 obtain a composite PDF; and

5 summing values obtained from the composite PDF to obtain a cumulative distribution
6 function (CDF); and

7 determining the composite SLA as a value of the CDF at a promised metric threshold of
8 the target SLA.

1 17. (Withdrawn) A system comprising:

2 a first computing system executing software performing a composite client service;

3 a second computing system executing software performing a component service, the
4 second computing system coupled to the first computing system;

5 a third computing system executing software performing a component service, the third
6 computing system coupled to first computing system;

7 wherein the composite service is formed, at least in part, on the component services of
8 the second and third computing systems; and

9 wherein the first computing system is operable to determine whether a service level
10 agreement (SLA) between the component service and a customer may be met based on SLAs
11 between each component service and the composite service.

1 18. (Withdrawn) The system as defined in claim 17 wherein the second and third computing
2 systems, and their respective component services, operate in parallel.

1 19. (Withdrawn) The system as defined in claim 17 wherein the second and third computing
2 systems, and their respective component services, operate sequentially.